


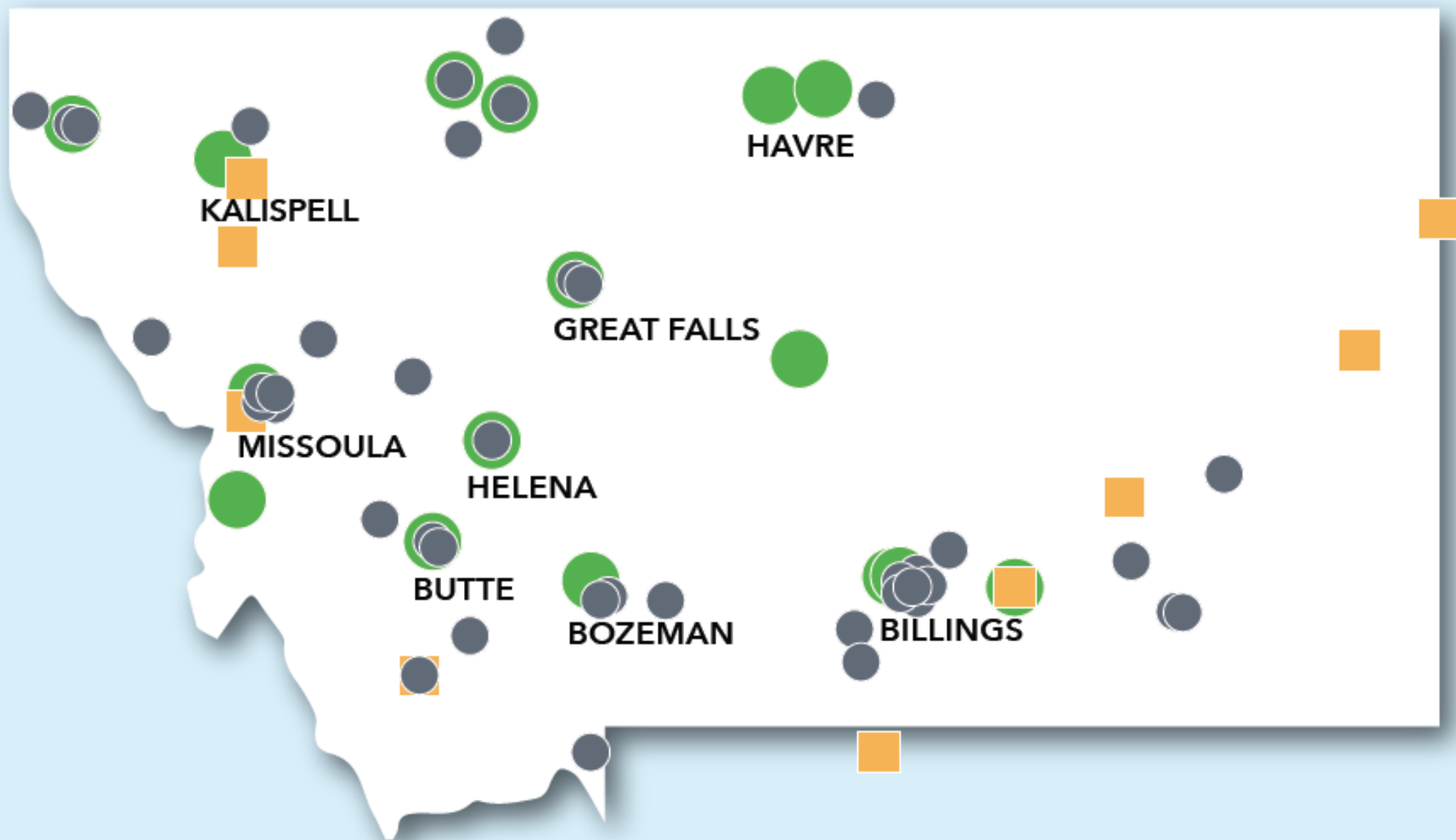
CARE/CASE MANAGEMENT

Montana Primary Care Association
November 7 & 8 2018

The background of the slide features a silhouette of two people wearing cowboy hats, holding hands and standing on a grassy hill. The scene is set against a vibrant sunset sky with warm orange and yellow hues. Tall grasses are visible in the foreground, and a small evergreen tree is on the right side.

SERVE VULNERABLE POPULATIONS:
2017 over 107,000 patients in Montana,
70 CHC sites

● MONTANA COMMUNITY HEALTH CENTERS ● SATELLITE CLINICS ■ SEASONAL/MIGRANT CLINICS



ACTION taken that Makes a Difference to the patient, family and population.

Happens OUTSIDE Of the F2F visit.

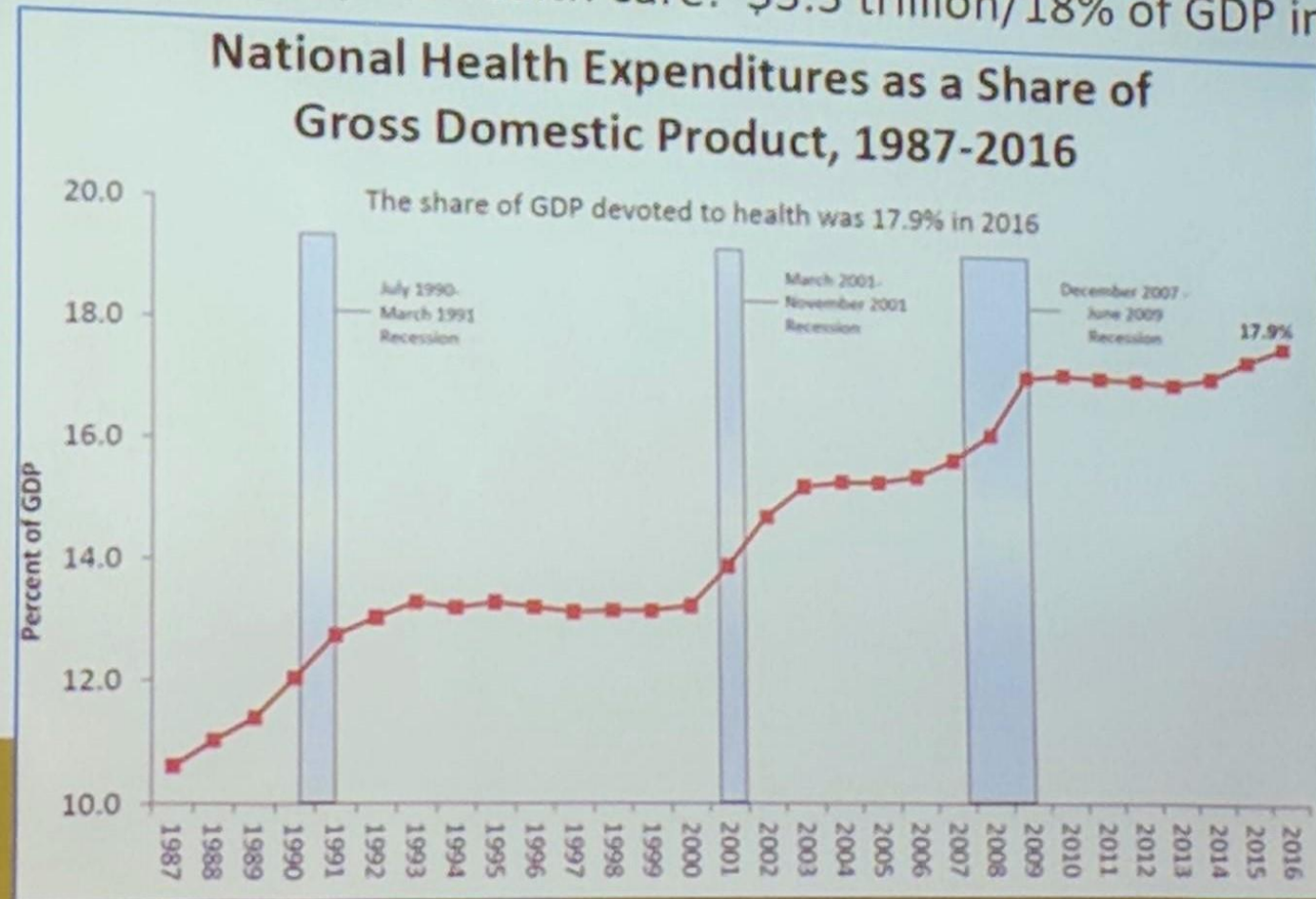
Makes the patient BETTER

WHY WE CARE

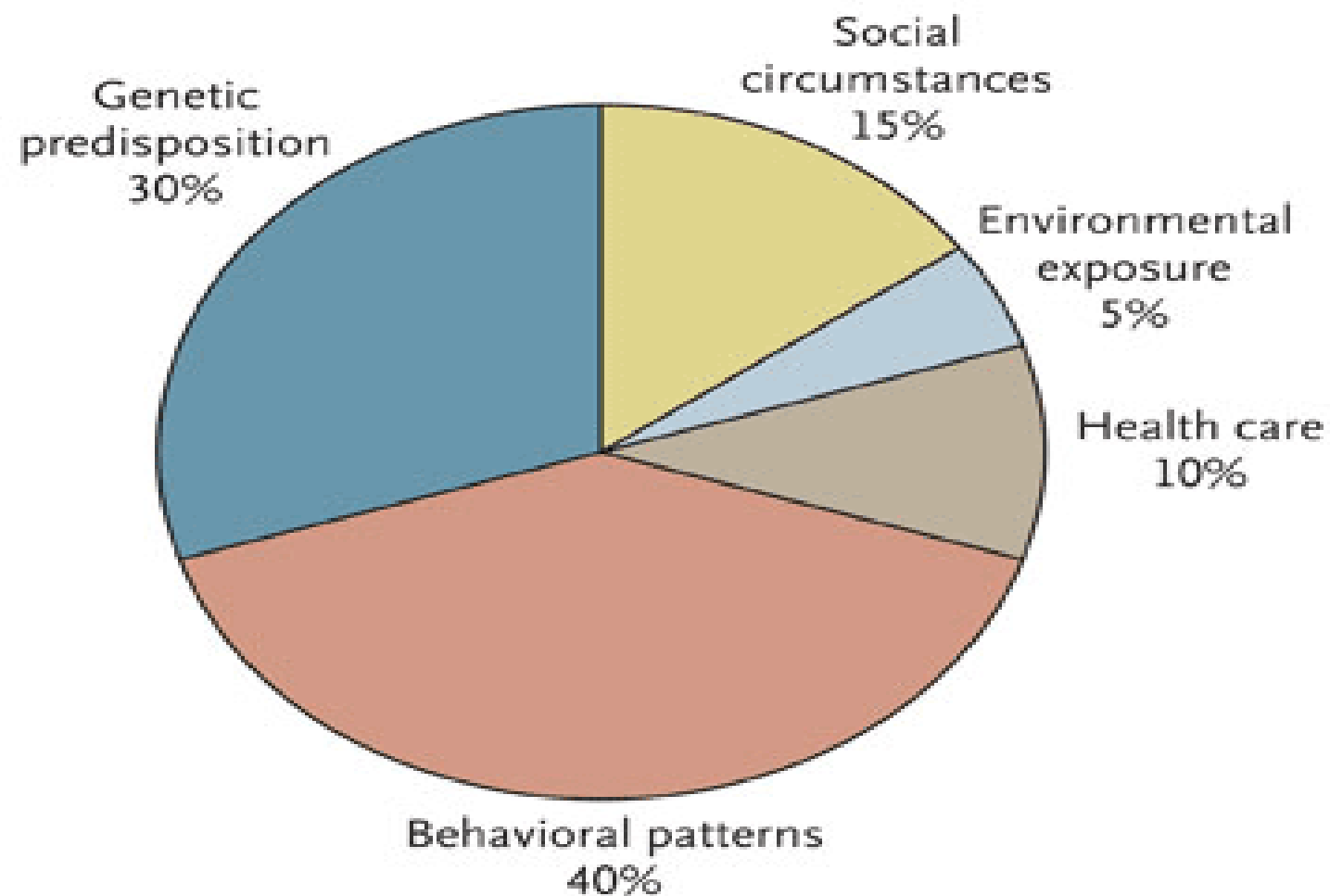
e Problem:

pend a lot of money on health care: \$3.3 trillion/18% of GDP in

Slide 4



Proportional Contribution to Premature Death



Establishing & Understanding Roles & Responsibilities of Clinic Team



Titles for Case/Care manager Activity:

case manager
navigator
care manager
coach
outreach worker
enabling services
community outreach worker
assister
insurance specialist
sliding fee assistance
nurse case manager

discharge planner
RN
social worker
Medical assistant
dental assistant
team support person
patient advocate
patient care team support
team member
team leader
care coordinator

Complex care/Super utilizer:

A blue roof-like shape with a wide base and a pointed top, and several green wavy lines below it, resembling grass or a stylized landscape.

TEAM Care takes place outside the clinic:

**Patient gets BETTER
Save money**



TRANSITIONS OF CARE MEDICATION RECONCILIATION

most often happens on the phone:
hospital pharmacy, hospitalist, nursing home
patient stabilizes
prevents readmissions
saves money

**Clinical Pharmacist:
F2F and is paid**

**my
Pharmacist**

ORAL HEALTH

Behavioral health warm handoffs
PHQ
Well child visits
School outreach
Nursing home outreach
Chronic Disease management
Follow up/phone /specialty care
Transportation
Insurance enrollment



Medical Legal Partnership

Legal assistance for health related issues:

HOUSING

FAMILY ISSUES

HEALTH COVERAGE



The background of the slide features a silhouette of two individuals wearing cowboy hats, walking through tall, dry grass. The scene is set against a warm, orange-hued sky, suggesting a sunset or sunrise. The person in the foreground is slightly ahead of the second person, and both are moving towards the right side of the frame.

CARE/CASE MANAGEMENT

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